

# Online Community Services



CIVICA

## Streamlining customer interaction

Civica's *On-line Community Services* or 'OCS' focuses on improving engagement with citizens via the internet providing a highly effective and cost efficient method of managing interaction. Combining the best of our Public and Partner Service suite, the OCS can be adapted to e-enable any service.

OCS can provide the citizen interface for any back office or specialist system but is at its most effective when integrating with Civica's Authority Planning and Public Protection (APP) system.

### How does it work?

Information captured via the web forms is fed directly into the specialist system, usually via web services ensuring that the information is available the instant it leaves the citizen's desktop.

Where the specialist system in use is APP, this can result in instant notification messages being generated to inform officers or administrators of the presence of a new request. If not dealt with immediately, such jobs remain in the work tray for the system in the same way as any manually raised job.

### What services does OCS support?

The OCS is best seen as a collection of web forms, each one representing a different service. A list of currently supported services can be seen overleaf, however, any service can be supported and we would like to hear from you if you would like to e-enable a service not currently listed.

### What information is captured?

The design of our standard forms is the result of collaboration between our local authority partners, Civica's own consultancy team and our web usage experts. As such, the information captured on each of the standard forms will be specific to each service area covered. Should any additional information be required, the forms can be tailored to fit the local requirement.

### What additional features does OCS offer?

The OCS service is fully supported by the Civica help line and upgrades to the service are made available to keep up to date with technical and business requirements and to offer the ability to e-enable more services as they are added to the OCS.

Report an Incident

Home

Show access keys in menu

Services

- Report an Incident
- Graffiti
- Abandoned Vehicle
- Envirocrime
- Help
- Access Keys

Report Graffiti

Reporting Graffiti

You may enter your details if you wish to be contacted. You can also follow up your report by contacting us on 029 00000000

Fields marked with a \* are mandatory

Incident Details

Brief Description \*

Perpetrator Details

Further Details

Your Address Details

Name

House Name/Flat Number

House Number

Street

Town

County

Done

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In addition, the OCS is integrated into web mapping, allowing citizens to report incidents by 'pointing' to a location on a map, the co-ordinates for which are then imported directly into the specialist system for accurate deployment of resources.

Coming soon is the full integration of OCS with the APP fee calculation and e-payment system allowing not only for the request of services on-line but also for up-front payment for those services; all fully integrated into the back office environment.

#### The templates available

- Abandoned vehicles
- Anti-social behaviour
- Bereavement services
- Council complaints
- Dangerous structures
- Enviro crime
- Graffiti
- Housing services
- Missed bins
- Noise complaint
- Pest control
- Planning/Building control issues
- Pollution Incident
- Request information(FOI request form)
- Stray dog
- Trading standards complaint
- Waste collection
- Work place complaint

Belfast City Council, who have purchased OCS pages have commented;

**“We believe in delivering best services using the latest technology with a community focus. Having the OCS pages available through our website will enable us to offer our services at times when customers most need them and allow people to find the information they need and request a service at a time that suits them.”**

*Rory McGerty, Systems Officer, Belfast City Council*

For the latest solutions information, visit: [www.civica.co.uk](http://www.civica.co.uk)

Product demonstrations are available from the Civica website:

<http://cppaccess.civica.co.uk/civicawebdemonstrations/>

For further information or to book a meeting/demonstration, telephone **01225 485006** or email [cppsales@civica.co.uk](mailto:cppsales@civica.co.uk)